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WiMAX Modem Application for BreezeMAX™ TDD

End-User Manual

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About This Manual

This manual describes the WiMAX Modem Application and how to install it. The manual is intended for the end-user.

The manual covers the following options:

- Installing and uninstalling the WiMAX Modem application, Section 2
- Using the WiMAX Modem Management application, Section 3
- Troubleshooting, Section 4

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Chapter 4 - Troubleshooting

1. Introduction

The WiMAX Modem Application guides the user through the installation and configuration of the WiMAX Modem. It also enables to change the modem's configuration as necessary, and monitor the quality of the link.

2. Installation

2.1 Installing the WiMAX Modem Application

The executable file (Setup.exe) is available in the WiMAX Modem Installation CD. The installation wizard will guide you through the installation of the WiMAX Modem Application and the WiMAX Modem.

IMPORTANT

During configuration, the computer's IP address changes to a static IP address.

If you are using Windows 2000 or Windows XP, when you close the application the settings on your computer return to the previous settings that enable you to automatically receive an IP address from your service provider.

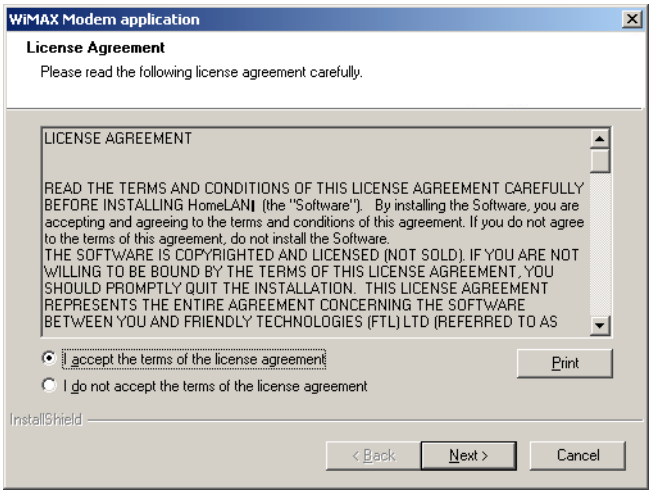
If you are using Windows 98 or Windws ME, an IP address (192.168.254.xxx) is added to your computer, in addition to the regular IP address provided by your internet supplier.

NOTE

When installing the WiMAX Modem Application, the USB drivers for the (Si CPE U model) are also installed.

To install the WiMAX Modem Application:

1. Insert the installation CD to your CD drive.
2. Double-click on the executable program (Setup.exe). The InstallShield wizard opens and the license agreement window is displayed (Figure 1).


WiMAX Modem application
License Agreement
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I accept the terms of the license agreement
I do not accept the terms of the license agreement
Print
InstallShield
< Back
Next >
Cancel

Figure 1: License Agreement

3 Select "**I accept the terms of the license agreement**" and click **Next**. The *Choose Destination Location* window is displayed (Figure 2).

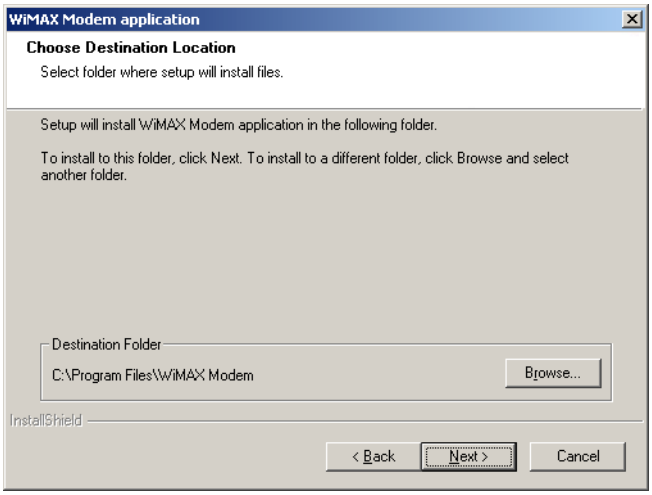
WiMAX Modem application
Choose Destination Location
Select folder where setup will install files.
Setup will install WiMAX Modem application in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\WiMAX Modem
Browse...
InstallShield
< Back
Next >
Cancel

Figure 2: Choose Destination Location

4 Click **Next** to confirm the default location, or **Browse** to select a different location. The *Select Program Folder* is displayed (Figure 3).

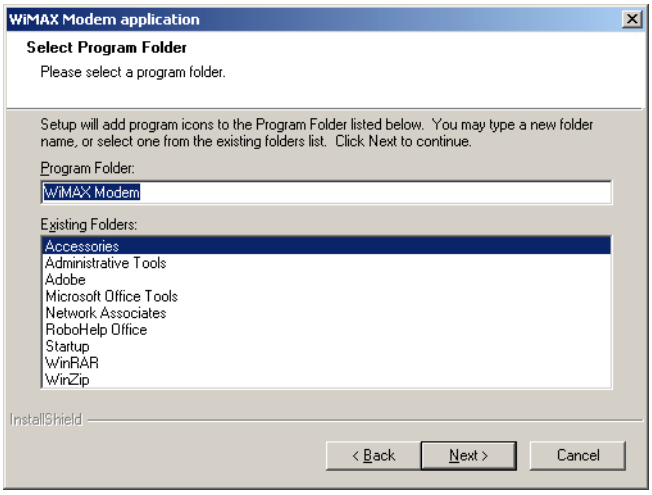

Figure 3: Select Program Folder

5 It is recommended to leave the default program folder (WiMAX Modem). Click **Next**. The *Language* window is displayed (Figure 4).

NOTE

The list of supported languages are for illustration only and may vary depending on your service provider.

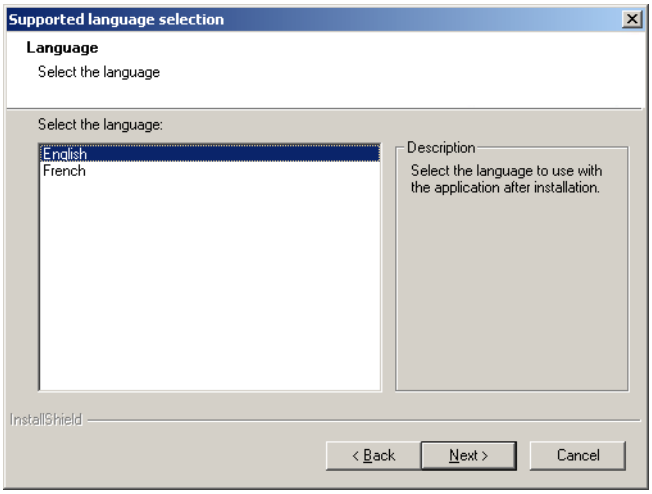

Figure 4: Select Language

6 Select a language and click **Next**. A summary window of your settings is displayed (Figure 5).

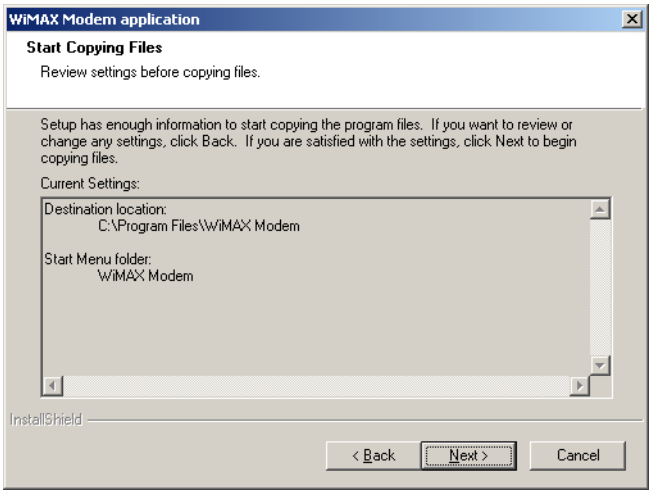
WiMAX Modem application
Start Copying Files
Review settings before copying files.
Setup has enough information to start copying the program files. If you want to review or change any settings, click Back. If you are satisfied with the settings, click Next to begin copying files.
Current Settings:
Destination location:
C:\Program Files\WiMAX Modem
Start Menu folder:
WiMAX Modem
InstallShield
< Back
Next >
Cancel

Figure 5: Settings Summary

7 Review the displayed information. If you want to make any changes to your selections, click **Back**. Otherwise, click **Next**. After a short while, the Installation Completion window is displayed (Figure 6).

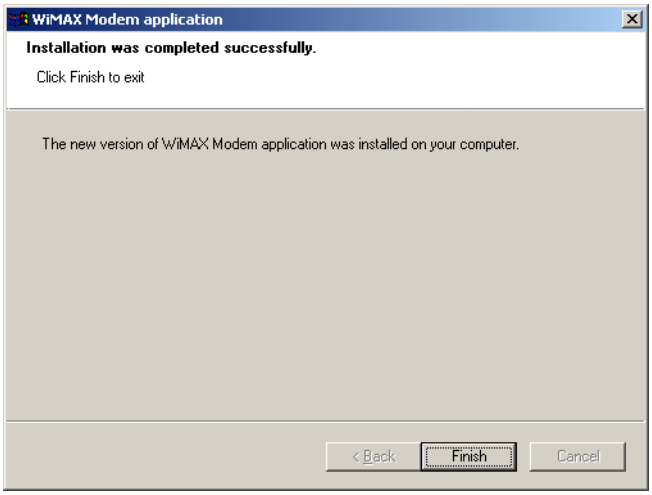

Figure 6: Installation Completion

8 Click **Finish** to complete the installation of the application. The modem configuration will begin (Figure 7).

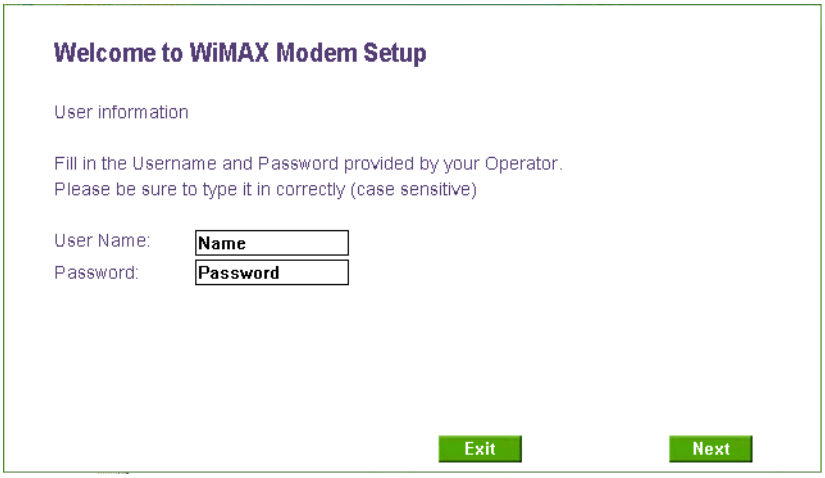

Figure 7: WiMAX Modem Setup Wizard

9 Enter the User Name and Password provided by your operator and click **Next**.

NOTE

You can also return to this stage from the start menu: *Start* > *Programs* >*WiMAX Modem* > *WiMAX Modem Installation*.

The Location Selection window is displayed (Figure 8).

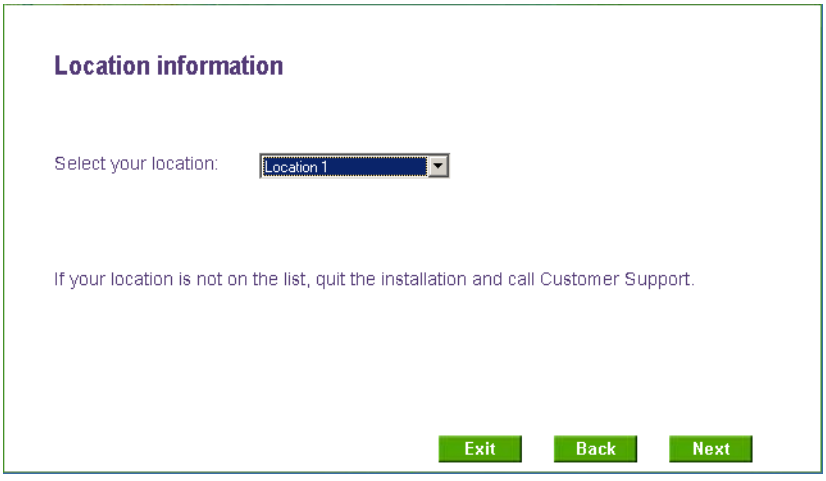

Figure 8: Select Location

10 Select your location from the list and click **Next**.

NOTE

If your location is not on the list, quit the installation and contact customer support.

11 Follow the instructions on screen to connect the WiMAX modem. Make sure you have the WiMAX modem, the Ethernet or USB cable supplied with the modem, and the power adapter and power cable, available (Figure 9). Click **Next**.

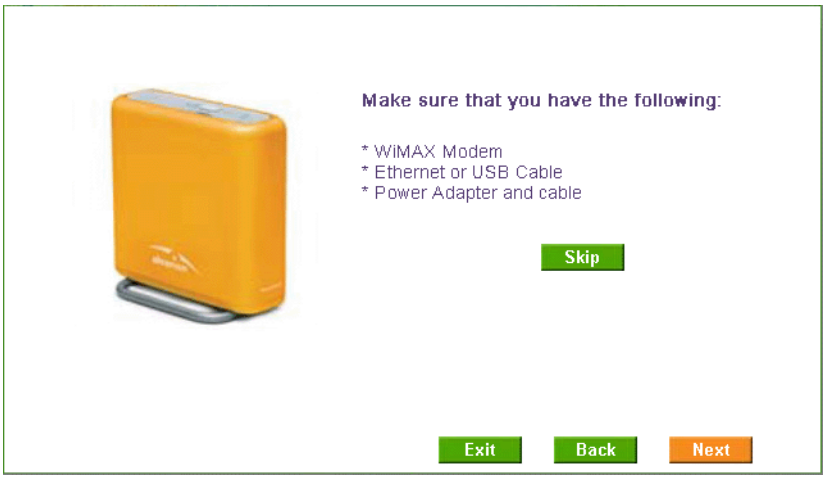

Figure 9: Prepare for Modem Installation

a Connect the power adapter to the WiMAX Modem's POWER connector.

b Connect one end of the power cable to the power adapter and the other end to the power outlet (Figure 10). Click **Next**.

1. Connect the power adapter to the WiMAX Modem POWER connector.
2. Connect the power adapter to the power outlet.
Skip
Exit
Back
Next

Figure 10: Connecting to Power

c Connect one end of the data cable to the Ethernet or USB connector on the WiMAX modem and the other end to the Ethernet or USB connector on your computer (Figure 11). Wait a few seconds for the modem to initialize and click **Next**.

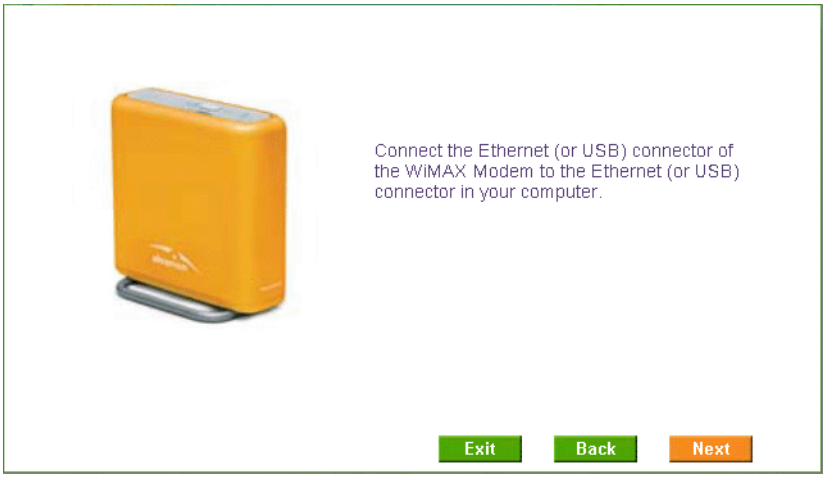
Connect the Ethernet (or USB) connector of the WiMAX Modem to the Ethernet (or USB) connector in your computer.
Exit
Back
Next

Figure 11: Connect the Data Cable

NOTE

You can skip the instructions on connecting the modem and go directly to the configuration screen by clicking on **Skip**.

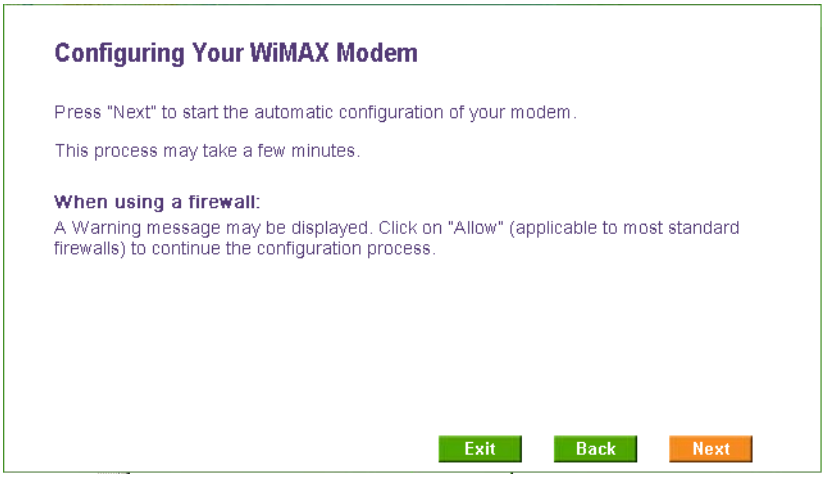
Configuring Your WiMAX Modem
Press "Next" to start the automatic configuration of your modem.
This process may take a few minutes.
When using a firewall:
A Warning message may be displayed. Click on "Allow" (applicable to most standard firewalls) to continue the configuration process.
Exit
Back
Next

Figure 12: Configuring Your WiMAX Modem

12 In the *Configuring your WiMAX Modem* window (Figure 12), click **Next** to begin the modem's automatic configuration. The modem's detection process begins. This process may take a few minutes.

IMPORTANT

If your computer is protected by a firewall, a warning message may appear. Click on Allow to continue. This is applicable to most standard firewalls. Alternatively, disable the firewall and continue with the configuration. Remember to enable the firewall after the configuration is complete.

13 When the modem's detection process is complete, the following screen is displayed.

Figure 13: WiMAX Modem Automatic Configuration Completed Successfully

NOTE

If a red X appears anywhere, refer to "Troubleshooting" on page 19.

14 Click **Finish** to conclude the installation. The WiMAX Modem Management application icon is installed on the desktop and a check for updates message (Figure 14) is displayed.

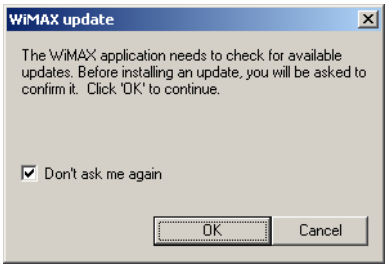
WiMAX update
The WiMAX application needs to check for available updates. Before installing an update, you will be asked to confirm it. Click 'OK' to continue.
Don't ask me again
OK
Cancel

Figure 14: Check for Updates message

15 Click **OK** to check for updates. Alternatively, click **Cancel** to close the message.

2.2 Uninstalling the Application

Uninstalling the WiMAX Modem Application will only remove the program from your computer. It will not affect the operation of your WiMAX modem.

To uninstall the WiMAX Modem Application:

From the *Start* menu, select *Programs* > *WiMAX Modem* > *Uninstall WiMAX Modem Application*.

2.3 Updating the Application

To check for updates:

1 Close the WiMAX application.

2 From the *Start* menu, select *Programs* > *WiMAX Modem* >*Check update*.

The application checks for updates and if it finds an update file, downloads it.

3. Using the WiMAX Modem Management Application

To access the WiMAX Modem Management Application's main window:

1 Double-click on the WiMAX Modem Management icon on your desktop or open the application from the Windows *Start* menu (*Programs>WiMAX Modem>WiMAX Modem Management*). A message indicating that the Internet may disconnect is displayed (Figure 15). If you are using Windows 98 or ME, this message will not be displayed.

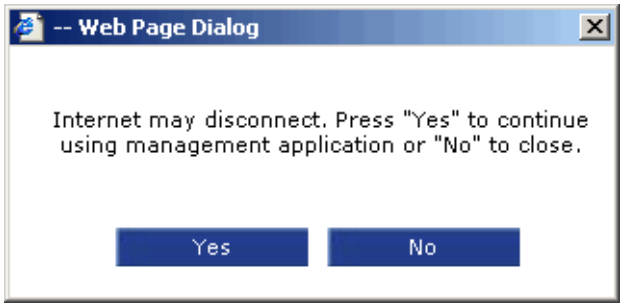

Figure 15: Internet May Disconnect Message

2 Click **Yes** to open the application. An icon appears in the notification area and The *Main* window opens (Figure 16). The icon's color reflects the status of the device:

Device is connected.

No device connection. To identify the problem, refer to the Network page (Section 3.1.1). For the corrective action required, refer to "Troubleshooting" on page 19.

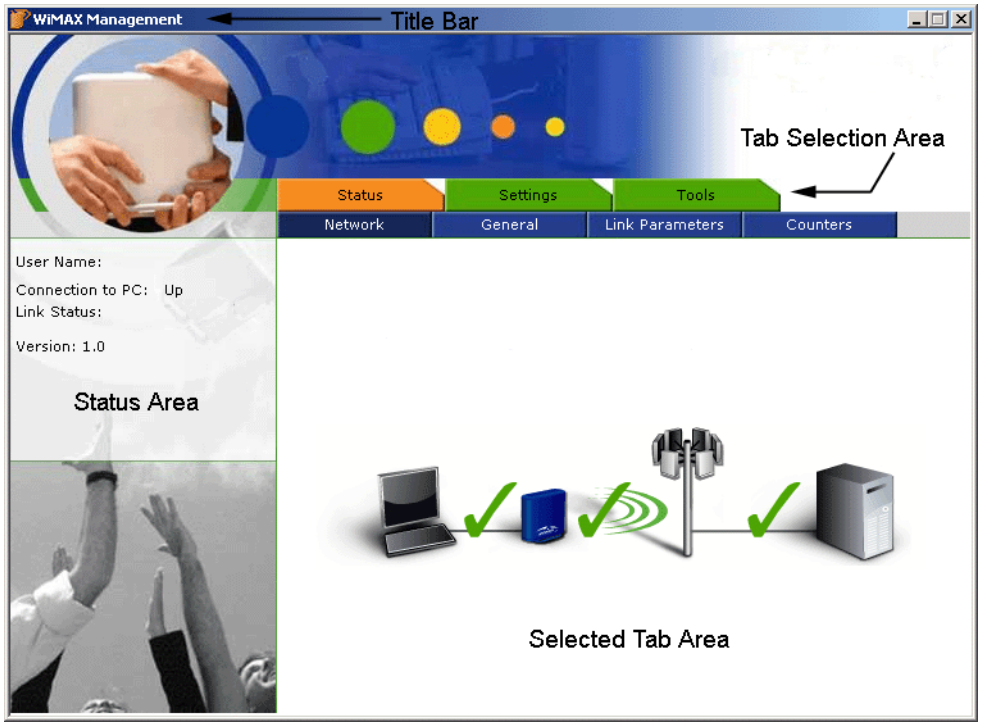

Figure 16: The Main Window

The WiMAX Modem Management Application's Main Window comprises the following components:

- Title Bar: Identifies the application's name. It also includes standard icons for minimizing or closing the application.
- Status Area: Displays general information (the user name, the status of the connection to the PC, the link status, and the application's SW version).
- Tab Selection Area: The Tab Selection Area comprises three tabs:
  - ◇ "The Status Tab" on page 12
  - ◇ "The Settings Tab" on page 16
  - ◇ "Tools Tab" on page 18

  The tabs may include a number of pages, each corresponding to a work area displaying a specific group of parameters.

- Selected Tab Area: The Selected Tab Area is a workspace that varies according to the selected tab, enabling to view status or performance data and modify specific parameters.

- Status Popups: Popup messages are displayed, notifying you of any change in the status of the WiMAX modem.

To configure the WiMAX modem, change the relevant parameters and click **OK**. The unit will be reset with the new parameters.

3.1 The Status Tab

The Status tab includes the following pages:

- "Network Page" on page 12

- "General Page" on page 13

- "Link Parameters Page" on page 14

- "Counters Page" on page 15

3.1.1 Network Page

The network page includes an overall graphic display of the connection. After installing the modem, the connection diagram should be as follows:

Figure 17: The Network Page

The connection diagram includes the following connections, where a green check mark (✓) indicates successful connection and a red X mark indicates a failed connection.

Connection established between the computer and the WiMAX modem.

Connection to the wireless network established.

CPE has been authorized.

If any of the connections fails, refer to "Troubleshooting" on page 19.

3.1.2 General Page

The General page displays information, such as SW and HW versions, serial number, MAC address, etc., on the WiMAX modem.

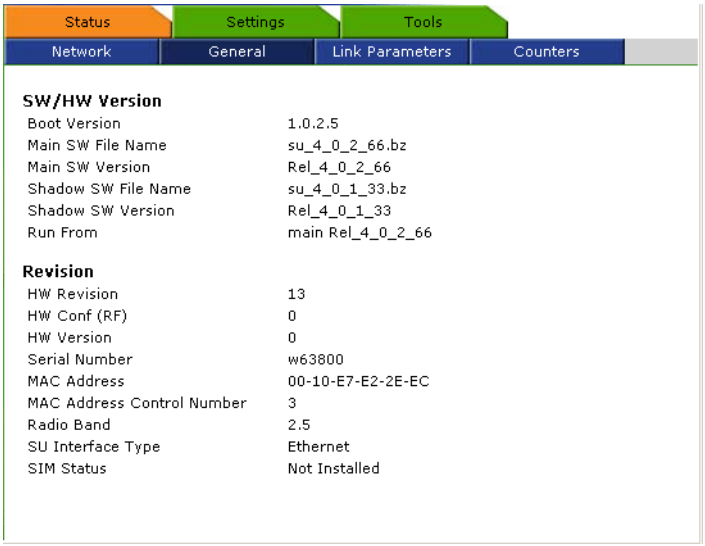

Figure 18: The General Page

3.1.3 Link Parameters Page

The Link Parameters page provides continuously updated link quality indication.

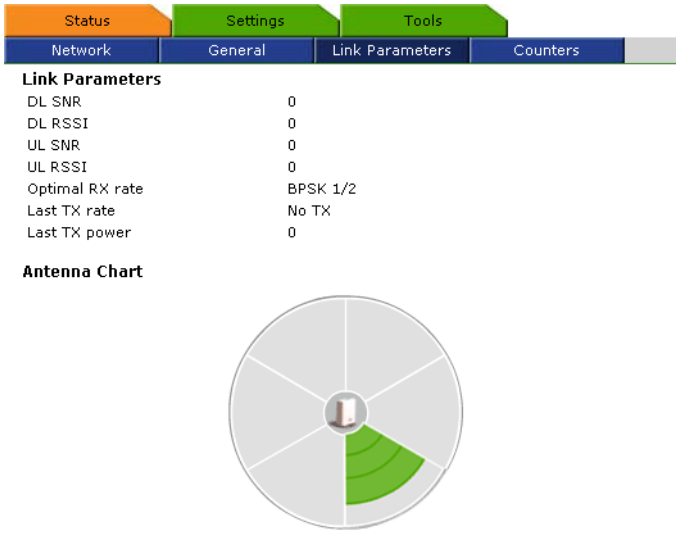

Figure 19: The Link Parameters Page

In addition to the parameters, the Link Parameters page also provides a graphical display of the link.

Figure 20: Link Chart

Each slice in the pie chart denotes an internal antenna. The chart provides and indication of the selected antenna, or when auto-select has been chosen, the currently used antenna. The numbers in Figure 20 denote the internal antenna. When all slices are lit, this means that an external antenna is used.

The graphic display also provides indication of the quality of the link. The more area covered in green, the better the link quality. Orange indicates no link.

3.1.4 Counters Page

The Counters page displays the current status of traffic counters. The counts are the accumulated number of relevant Bytes since the last unit reset or the last Counters Reset. The counters indicate the traffic at the Ethernet and Wireless ports.

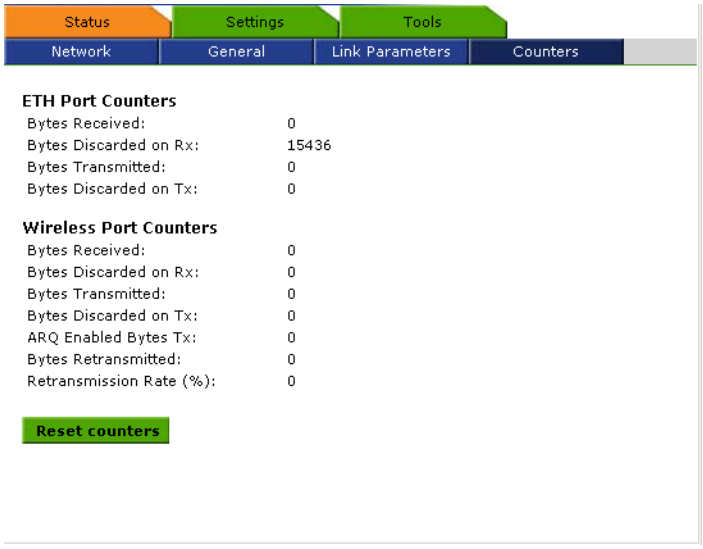

Figure 21: The Counters Page

3.2 The Settings Tab

The Settings tab includes the following sub-tabs:

- "User Information Page" on page 16
- BS Information Page
- Radio Settings Page
- Ethernet Page (E-Model Only)

3.2.1 User Information Page

The User Information page enables to change the user name and password.

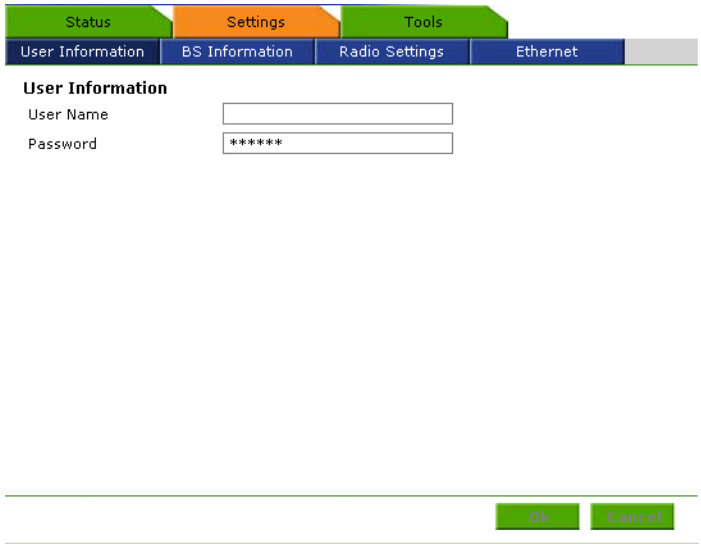

Figure 22: The User Information Page

The User Information page includes the following parameters:

Parameter	Description
User Information	
User Name	The user name. Consists of up to 32 printable characters, case sensitive.
Password	The user password used for authentication. Consists of up to 32 printable characters, case sensitive.

IMPORTANT

For proper authentication and service provisioning, always consult your system administrator before changing your user name and password.

3.3 Tools Tab

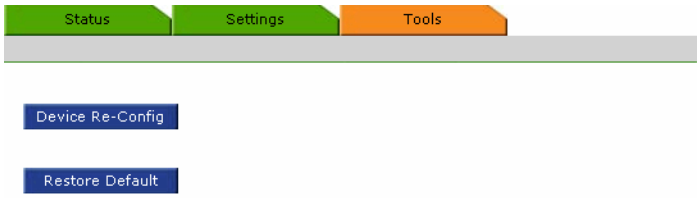

Figure 23: The Tools Tab

The Tools tab comprises the following buttons:

- Device Re-Config: Enables to re-configure the modem (see Section 2.1). After reconfiguration, the WiMAX modem will be reset.
- Restore Default: Resets the unit to factory defaults. This operation uploads the configuration files to the unit and discards all configuration changes made via the WiMAX Modem Management application. This will reset the WiMAX modem.

4. Troubleshooting

Problem and Indication	Possible Cause	Corrective Action
Connection to modem is down 	1 Cables are not properly connected. 2 Network card is not properly configured.	1 Reconnect the power and Ethernet/USB cables. 2 Reconfigure the Network Interface Card via the NIC Re-config option in the Tools tab. See Section 3.3. 3 Contact your operator.
Connection to wireless network is down 	1 Incorrect radio parameters (incorrect location selected). 2 The detached antenna is disconnected. 3 Interferences are blocking the signal	1 Reconfigure the modem via the Device Re-config option in the Tools tab and select your location. If your location is not on the list, contact your operator. See Section 3.3. 2 Check the connection of the detached antenna. 3 Position the antenna and modem according to the guidelines provided with the modem. 4 Contact your operator.
Authentication failed 	1 Incorrect User Name or Password.	1 Reconfigure the modem via the Device Re-config option in the Tools tab and enter the User Name and Password provided by your operator. See Section 3.3 2 Contact your operator.